

Fall 2018 Professional Development Opportunities

The Office of Student Success Initiatives within the Division of Enrollment Management presents three unique professional development opportunities in October.

“Need to Know” Town Hall with the School of Arts and Humanities (10/12/18) – The Division of Enrollment Management will close all offices beginning at 12PM to come together for a Town Hall presented by Dean James Mahon of the School of Arts and Humanities. The goal of this session will be to learn more about all of the programs available to students. The event will begin at 1:00 PM in the East Dining Room. **This session is mandatory for all Enrollment Management staff, as such all EM offices are expected to close at 12:00 PM to allow staff to have lunch and report to the East Dining Room by 1:00 PM** [Click here to RSVP.](#)

Customer Service and Managing Outlook (10/25/18) – A session will be offered to College Assistants and COAs on Effective Customer Service and Managing Outlook. The goal of this session is to share best practices in providing excellent customer service, as well as tips and tricks for managing Outlook calendars. **Space is limited, [Click here to RSVP.](#)**

The Road to Graduate Student Success (10/30 and 10/31) – This session offered to Graduate Program Advisors will be presented by Valerie Brown from Graduate Admissions, Takiyah Ali from Graduate Studies, and Sheniqua Fleming from the Registrar. It will focus on the Graduate Student experience, from admissions prospect through graduation. This will be a great opportunity to have any questions about Graduate processes, policies, and procedures answered. Due to popular demand, this session will be offered twice. You need only attend one session if this topic is of interest to you. [Click here to RSVP.](#)

Feel free to bring your own lunch, refreshments will also be served at all events.

Date	Time	Location	Audience
Friday, October 12 EM Offices Closed	1:00 – 4:00 PM	East Dining Room	All EM staff Required
Thursday, October 25	1:00 – 4:00 PM	East Dining Room	CAs and COAs
Tuesday, October 30	1:00 – 4:00 PM	Shuster 336	Graduate Program Advisors
Wednesday, October 31	1:00 – 4:00 PM	Music 313	Graduate Program Advisors